

DOIT MASTER AGREEMENT NUMBER:

B-03-006

DOIT APPROVAL DATE:

1/13/04

VENDOR NAME: SBC SNET

FEIN: 06-054-26-46

SERVICE/PRODUCT NAME: Inmate Monitoring and Recording Service: Inmate Monitoring and Recording Service

SERVICE/PRODUCT DESCRIPTION:

SBC will provide Inmate Monitoring and Recording Service.

SERVICE LEVELS:

Installation Intervals

Less than 10 accounts = 5 business days

10 or more accounts = Individual Case Basis

Routine Repair Intervals

Response time = Less than 1 hour

Repair Resolution time = 4 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State.

PRODUCT SCHEDULE

1/21/03

MASTER AGREEMENT NUMBER: B-03-006						DOIT APPROVAL DATE: 1/13/2004			
VENDOR NAME: SBC SNET						VENDOR FEIN: 06-054-26-46			
SERVICE NAME: Inmate Monitoring and Recording System: Inmate Monitoring and Recording System									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	12/29/03	01/13/04	1		Commission - fixed percentage of total gross billed	mo billing	\$0.00	\$0.00	42%
Add	12/29/03	01/13/04	2		Local/ Intrastate toll 0-10 Miles	1st min	\$0.39	\$0.39	\$0.00
Add	12/29/03	01/13/04	3		Local/ Intrastate toll 0-10 Miles	addl min	\$0.14	\$0.14	\$0.00
Add	12/29/03	01/13/04	4		Local/ Intrastate toll 11-16 Miles	1st min	\$0.41	\$0.41	\$0.00
Add	12/29/03	01/13/04	5		Local/ Intrastate toll 11-16 Miles	addl min	\$0.16	\$0.16	\$0.00
Add	12/29/03	01/13/04	6		Local/ Intrastate toll 17-22 Miles	1st min	\$0.43	\$0.43	\$0.00
Add	12/29/03	01/13/04	7		Local/ Intrastate toll 17-22 Miles	addl min	\$0.18	\$0.18	\$0.00
Add	12/29/03	01/13/04	8		Local/ Intrastate toll 23-30 Miles	1st min	\$0.47	\$0.47	\$0.00
Add	12/29/03	01/13/04	9		Local/ Intrastate toll 23-30 Miles	addl min	\$0.22	\$0.22	\$0.00
Add	12/29/03	01/13/04	10		Local/ Intrastate toll 31-112 Miles	1st min	\$0.50	\$0.50	\$0.00
Add	12/29/03	01/13/04	11		Local/ Intrastate toll 31-112 Miles	addl min	\$0.25	\$0.25	\$0.00
Add	12/29/03	01/13/04	12		Local/ Intrastate call - surcharge	call	\$2.05	\$2.05	\$0.00
Add	12/29/03	01/13/04	13		Interstate toll	per min	\$3.95	\$3.95	\$0.00
Add	12/29/03	01/13/04	14		Interstate call surcharge	call	\$0.65	\$0.65	\$0.00
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					Notes:				
					1 An annual bonus of \$250,000 will be payable to the State within 45 days of the award of the Inmate Telephone Recording and Monitoring contract and on the anniversary date of the execution of the agreement in each subsequent year				
					2 SBC will pay the State of Connecticut 80% of the commissions earned in the previous twelve month period. This prepayment of the commissions will be balanced annually to either deduct the overpayment or add the underpayment to the next year's payment (or a final reconciliation at the end of the term).				